

CLAIMS

1 What is claimed is:

2 1. A method for providing real-time indications of resource scheduling
3 conflicts in a resource scheduling process comprising:

4 analyzing resource scheduling data including real-time detection of resource
5 conflicts; and

6 conveying unobtrusively to a user an indication that a resource conflict
7 exists, wherein conveying the indication of a resource conflict occurs concurrently
8 with the resource scheduling process.

1 2. The method of claim 1, further comprising presenting to the user,
2 upon selection, a description of the resource conflict..

1 3. The method of claim 1, wherein presenting includes providing the
2 user the choice to suppress the resource conflict.

1 4. The method of claim 1, wherein presenting includes providing the
2 user a potential resolution of the resource conflict.

1 5. The method of claim 1, wherein the potential resolution further
2 comprises a hyperlink to a relevant portion of the resource scheduling process
3 allowing the resource conflict to be resolved.

1 6. The method of claim 1, wherein the indication includes a visual
2 representation.

1 7. The method of claim 6, wherein the visual representation includes
2 using the colors red for an unsuppressed resource conflicts and yellow for a
3 suppressed resource conflicts.

1 8. A system for providing real-time indication of resource scheduling
2 conflicts in a resource scheduling process, the system comprising;
3 a user interface receiving data from a user;
4 a processor coupled to the user interface, wherein the processor is capable
5 of executing instructions;
6 a display device coupled to the processor; and
7 a memory device coupled to the processor, the memory device storing the
8 instructions comprising a resource scheduling process, wherein the resource
9 scheduling process analyzes agent data, scheduling criteria, and detects resource
10 conflicts, an error identification process, wherein error identification occurs
11 concurrently with the resources scheduling process including presenting a
12 description of the resource conflict and a potential solution to resolve the resource
13 conflict.

1 9. The system of claim 8, wherein the potential solution further
2 comprises a hyperlink to a relevant portion of the resource scheduling process
3 allowing the resource conflict to be resolved.

1 10. The system of claim 8, wherein the indication includes a visual
2 representation.

1 11. The system of claim 8, wherein the visual representation includes
2 using a first color red for an unsuppressed resource conflict and a second color for a
3 suppressed resource conflict.

1 12. A computer-readable medium containing executable instructions
2 which, when executed in a processing system, causes the system to:
3 analyze resource scheduling data via a resource scheduling process and
4 detect a resource conflict,
5 convey unobtrusively to a user an indication that the resource conflict exists
6 concurrently with the resources scheduling process; and
7 present to the user, upon selecting the indication, a description of the
8 resource conflict and a potential solution to resolve the resource conflict.

1 13. The computer-readable medium of claim 12, wherein the executable
2 instructions, when executed, further allow the user to suppress the resource conflict
3 wherein suppressing comprises allowing the resource scheduling process to
4 continue while the resource conflict persists.

1 14. The computer-readable medium of claim 12, wherein the executable
2 instructions, when executed, present a hyperlink to a relevant portion of the
3 resource scheduling process where the resource conflict is resolved.

1 15. The computer-readable medium of claim 12, wherein the indication
2 includes a visual representation.

1 16. The computer-readable medium of claim 15, wherein the visual
2 representation includes using a first color for an unsuppressed resource conflict and
3 second color for a suppressed resource conflict.

1 17. A system for providing real-time identification of resource
2 scheduling conflicts, the system comprising:
3 at least one server comprising at least one storage device;
4 at least one client processor coupled to the server through a network,
5 wherein the processor is coupled to at least one storage device, the storage device
6 storing instructions that, when executed, causes at least one client processor to,

7 analyze agent data and scheduling criteria to detect a resource conflict;
8 concurrently convey an identification of the resource conflict;
9 present, upon selection, a description of the resource conflict; and
10 present a potential solution to resolve the resource conflict.

1 18. The system of claim 17, wherein the instructions includes providing
2 the user the choice to suppress the resource conflict.

1 19. The system of claim 17, wherein the potential solution further
2 comprises a hyperlink to a relevant portion of the resource scheduling process
3 allowing the resource conflict to be resolved.

1 20. The system of claim 17, wherein the indication includes a visual
2 representation.

1 21. The system of claim 20, wherein the visual representation includes
2 using a first color for an unsuppressed resource conflict and a second color for a
3 suppressed resource conflict.

1 22. A method for providing real-time identification of resource
2 scheduling conflicts, in a resource scheduling process comprising:

3 analyzing resource scheduling data via a resource scheduling process
4 including real time detection of resource conflicts;

5 conveying unobtrusively to a user a visual indication that the resource
6 conflict exists, wherein conveying the indication occurs concurrently with the
7 resource scheduling process;

8 allowing the user to suppress the resource conflict, wherein the visual
9 indication of the resource conflict uses a first color for unsuppressed resource
10 conflicts and a second color for suppressed conflicts;

11 presenting to the user a description of the resource conflict and a potential
12 solution to resolve the resource conflict, wherein the potential solution includes a
13 hyperlink to a relevant portion of the resource scheduling process allowing the
14 resource conflict to be resolved.

1 23. A method for providing real-time indications of resource scheduling
2 conflicts comprising:

3 analyzing resource scheduling data including real-time detection of resource
4 conflicts;

5 conveying unobtrusively to a user an indication that a resource conflict
6 exists, wherein the conveying of the indication of the resource conflict occurs
7 concurrently with the resource scheduling process and wherein the indication of a
8 resource conflict includes identifying at least one resource associated with the
9 resource conflict; and

10 presenting to the user a description of the resource conflict and a potential
11 resolution of the resource conflict.

1 24. The method of claim 23, wherein presenting includes providing the
2 user a choice to suppress the resource conflict.

1 25. The method of claim 23, wherein presenting includes providing the
2 user a choice of viewing the description of resource conflicts.

1 26. The method of claim 23, wherein the potential solution further
2 comprises a hyperlink to a relevant portion of the resource scheduling process
3 allowing the resource conflict to be resolved.

1 27. The method of claim 23, wherein conveying an indication includes a
2 visual representation.

1 28. The method of claim 27, wherein the visual representation includes
2 using a first color for an unsuppressed resource conflicts and a second color for a
3 suppressed resource conflicts.

1 29. The method of claim 23, wherein the resource conflicts are of
2 different types, and wherein identifying includes indicating a type of a resource
3 conflict

1 30. The method of claim 29, wherein the various types include a rule-
2 based conflict and a calendar based conflict.

1 31. The method of claim 30, wherein the various types are visually
2 represented and wherein the visual representation includes using a third color for a
3 rule-based conflict and a fourth color for a calendar based conflict.

PROVISIONAL DRAFT